

GUJARAT TECHNOLOGICAL UNIVERSITY
B. E. - SEMESTER – I • EXAMINATION – WINTER • 2014

Subject code: 110002**Date: 24-12-2014****Subject Name: Communication Skills****Time: 10:30 am - 01:00 pm****Total Marks: 70****Instructions:**

1. Attempt any five questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) Define and explain the term 'communication'. What is communication cycle? **07**
 (b) Discuss in detail, why in organizations, messages have a greater chance of being distorted. **07**
- Q.2** (a) Elaborate the difference between 'listening' and 'hearing'. Explain in brief, the types of listening. **07**
 (b) What is paragraph development? Discuss the techniques for paragraph development. **07**
- Q.3** (a) What are the purposes of reading? Discuss in detail the difference between 'skimming' and 'scanning'. **07**
 (b) What is noise? Elaborate interpersonal barriers. **07**
- Q.4** (a) What is a proposal? What are the characteristics of a good technical proposal? **07**
 (b) Select any technical gadget you are using and write its technical description. **07**
- Q.5** (a) Classify reports on the basis of purpose, frequency and mode of reporting and describe them in short. **07**
 (b) You have received a complaint letter from Macromin Computers, Viramgam Road, Sanand regarding the improper service provided by you. As the Manager, Xmith Computers Pvt Ltd, Ranip, Ahmedabad, draft a suitable reply to the complaint. **07**
- Q.6** (a) Explain various types of interviews in brief. Discuss the importance of body language in interviews. **07**
 (b) Write a short note on any Two. **07**
 1 Paralanguage
 2 Extemporaneous
 3 Posture
 4 Effective Use of Visual Aids in Presentation
- Q.7** (a) Do as directed. **07**
 1 Change the voice. (Change the voice.)
 2 Eligible, Illegible (Use the confusables in sentences so that meaning of each can be understood clearly)
 3 The staff _____ taken its decision. ('has' or 'have'.)
 4 Find one word substitute for 'A bunch of flowers'.
 5 It has been raining here _____ yesterday night. ('since' or 'for'.)
 6 Before the doctor arrived, the patient _____. (Use proper form of 'to die'.)
 7 Please _____ our sincere apologies. ('accept' or 'except'.)

(b) Read the passage and answer the following questions.

Do birds know how to come back home after a long flight? Bird scientists, known as ornithologists, say that birds know exactly where they are and where their nests are. Even the young ones can fly hundreds of nautical miles without losing their way. How do they do it? God has given them a tremendous sense of direction; possibly they have a compass of sorts in their brain. Every year, we can see birds from north India fly to the south. In India we have several bird sanctuaries where birds from both parts of the globe come, spend a few months and return when the climatic conditions in their homeland are more favourable. When it is winter in the northern hemisphere it is summer in the southern hemisphere. The birds which cannot stand the cold climate fly to the warmer regions. They are called migratory birds. They can fly non-stop up to twenty hours or so in one stretch and cover a few hundred miles in one stop. The migratory birds always fly in groups.

Questions:

1 Who is an ornithologist?

2 What is a compass?

3 Why do we call some birds migratory birds?

4 Are the seasons the same in both hemispheres?

5 Do the migratory birds fly single or in groups?

6 How long can migratory birds fly?

7 Find out similar words from the passage for

(a) many, (b) an area set aside for protection for animals or birds.

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